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**BellSouth Telecommunications, Inc.**

333 Commerce Street  
Suite 2101  
Nashville, TN 37201-3300

guy.hicks@bellsouth.com

**Guy M. Hicks**  
General Counsel

615 214 6301  
Fax 615 214 7406

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TN REGULATORY AUTHORITY  
DOCKET ROOM

July 26, 2002

**VIA HAND DELIVERY**

The Honorable Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243

Re: *BellSouth Telecommunications, Inc.'s Entry Into Long Distance  
(InterLATA) Service in Tennessee Pursuant to Section 271 of  
the Telecommunications Act of 1996*  
Docket No. 97-00309

Dear Chairman Kyle:

Enclosed are the original and fourteen copies of BellSouth's Amended Response to Consolidated CLEC Data Requests Items 21 and 37. Copies have been provided to counsel of record.

Very truly yours,

Guy M. Hicks

GMH/jej

Enclosure

**REQUEST:** Provide the date by which completion notices for orders completed in one month, but notice provided in another will be added to the Average Completion Notice Interval Measure.

**RESPONSE:** This issue is expected to be implemented with July 2002 data.

**AMENDED RESPONSE:**

AT&T requested, and with the concurrence of other CLECs at a Georgia workshop in December, 2001 BellSouth agreed to include such orders in the data. This change is being accomplished in two parts. The two parts refer to two different types of orders for which this AT&T requested enhancement will be implemented. In April, 2002 BellSouth implemented the first part, which was a change to pick up additional orders where the completion date occurs in one month, but the order moved into completion pending (CP) status in the following month. CP status is the start time stamp for ACNI. In its response to Tennessee Discovery Item #21, BellSouth was referring to another enhancement required to pick up an additional subset of orders that achieve CPX status (the ACNI stop time stamp) in one month, but the work was completed in the previous month. This change will only impact a small number of orders for which CPX status is not achieved prior to the closure of BellSouth's data processing window (3-4 days into the subsequent calendar month). Although BellSouth indicated in its Tennessee Discovery response to Item 21 that BellSouth would implement this enhancement for July data, this change request has not yet been scheduled for implementation.

**REQUEST:** Describe any differences in the completed orders used in the calculation of the missed appointments measure and the completed orders used in the denominator of the Average Completion Notice Interval Measure.

**RESPONSE:** The Percent Missed Appointment utilizes the completion interval for the denominator (All completed orders within the reporting period). Average Completion Notice Interval utilizes the completion notice interval for the denominator (All completed orders which receive a notice within the reporting period).

**AMENDED RESPONSE:**

The Percent Missed Appointment utilizes the completion interval for the denominator (All completed orders within the reporting period). Average Completion Notice Interval utilizes the completion notice interval for the denominator. These are all orders completed in the reporting month that receive a completion notice within the time frame established to capture data (processing window) for that month.

There may also be a slight difference between the orders used for PMI and the orders used for ACNI due to the orders completing near the end of one month but the completion notice occurs in the next month, beyond the processing window for the completion notice data. To clarify, if an order is completed during the preceding month, it is counted in the calculation of PMI. If an order is completed during the preceding month and if the completion notice is sent by the close of the processing window for ACNI, it is counted in the calculation of ACNI for the preceding month. Currently if the order is completed during the preceding month but the completion notice is not sent until after the ACNI processing window closes, the order is not counted in the calculation of ACNI for the month.

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Enrico C. Soriano  
Kelley, Drye & Warren  
1200 19th St., NW, #500  
Washington, DC 20036  
[esoriano@kelleydrye.com](mailto:esoriano@kelleydrye.com)  
for XO Communications

☐ Hand  
☐ Mail  
☐ Facsimile  
☐ Overnight  
☒ Electronic

James Wright, Esq.  
United Telephone - Southeast  
14111 Capitol Blvd.  
Wake Forest, NC 27587  
[james.b.wright@mail.sprint.com](mailto:james.b.wright@mail.sprint.com)  
for Sprint Communications, LP

☐ Hand  
☐ Mail  
☐ Facsimile  
☐ Overnight  
☒ Electronic

Guilford Thornton, Esquire  
Stokes & Bartholomew  
424 Church Street  
Nashville, TN 37219  
[gthornton@stokesbartholomew.com](mailto:gthornton@stokesbartholomew.com)  
for BSLD

☐ Hand  
☐ Mail  
☐ Facsimile  
☐ Overnight  
☒ Electronic

Donald L. Scholes  
Branstetter, Kilgore, et al.  
227 Second Ave., N.  
Nashville, TN 37219  
[dscholes@branstetterlaw.com](mailto:dscholes@branstetterlaw.com)  
for CWA

☐ Mail  
☒ Electronic

Andrew O. Isar, Esquire  
ASCENT  
7901 Skansie Ave., #240  
Gig Harbor, WA 98335  
[aisar@millerisar.com](mailto:aisar@millerisar.com)  
for ASCENT

☐ Hand  
☐ Mail  
☐ Facsimile  
☐ Overnight  
☒ Electronic

Jon E. Hastings, Esquire  
Boult, Cummings, et al.  
P. O. Box 198062  
Nashville, TN 37219-8062  
[jhastings@boultcummings.com](mailto:jhastings@boultcummings.com)  
for MCI WorldCom

☐ Hand  
☐ Mail  
☐ Facsimile  
☐ Overnight  
☒ Electronic

Andrew Klein, Esquire  
Kelley, Drye & Warren  
1200 19<sup>th</sup> St., NW  
Washington, DC 20036  
[aklein@kelleydrye.com](mailto:aklein@kelleydrye.com)  
for KMC Telecom

☐ Hand  
☐ Mail  
☐ Facsimile  
☐ Overnight  
☒ Electronic

John McLaughlin, Jr.  
KMC Telecom  
1755 North Brown Road  
Lawrenceville, GA 30043  
[john.mclaughlin@kmctelecom.com](mailto:john.mclaughlin@kmctelecom.com)

☐ Hand  
☐ Mail  
☐ Facsimile  
☐ Overnight  
☒ Electronic

D. Billye Sanders, Esquire  
Waller Lansden, et al.  
P. O. Box 198866  
Nashville, TN 37219-8966  
[bsanders@wallerlaw.com](mailto:bsanders@wallerlaw.com)  
for SBC Telecom

☐ Hand  
☐ Mail  
☐ Facsimile  
☐ Overnight  
☒ Electronic

Susan Berlin, Esquire  
MCI Worldcom, Inc.  
Six Concourse Pkwy, #3200  
Atlanta, GA 30328  
[susanberlin@wcom.com](mailto:susanberlin@wcom.com)

☐ Hand  
☐ Mail  
☐ Facsimile  
☐ Overnight  
☒ Electronic

Russell Perkins, Esquire  
Consumer Advocate Division  
P. O. Box 20207  
Nashville, TN 37202  
[russell.perkins@state.tn.us](mailto:russell.perkins@state.tn.us)

☐ Hand  
☐ Mail  
☐ Facsimile  
☐ Overnight  
☒ Electronic

Nanette S. Edwards, Esquire  
ITC^DeltaCom  
4092 South Memorial Parkway  
Huntsville, AL 35802  
[nedwards@deltacom.com](mailto:nedwards@deltacom.com)

